FIG. 1

FIG. 2

Auction / E - Commerce Networks

Carriers' Networks

28a ... 28n

23-2 ... 27-2

Carriers' Servers

Auction / E - Commerce Networks

Seller's Computer

Buyer's Computer

8a

8n

15

15

Internet

Internet

15

21a ...21k

21m ...21r

21s ...21z

Firewall / Proxy Servers

Web Farm

Application Servers (SMTP, Tracking)

System Data Center

20a ...20n

Database Servers

29

30

22

28

Database

FIG. 3a

Application Tier 1212—	Web Shipper Client (HTML, ASP, JavaScript,) <u>1213</u>	NOC Administration (HTML, ASP, VB, C++) <u>1214</u>	Web Shipping Station (HTML, ASP, JavaScript, C++, ActiveX Controls) <u>1215</u>
	⇕ 1209	⇕ 1210	⇕ 1211
Component Tier 1208—	Server Components (C++ COM Objects) 1205 1206 1207		
	⇕ 1205	⇕ 1206	⇕ 1207
Data Management Tier 1201—	Database Storage (SQL Server) <u>1202</u>	Message Queue Storage (MS Message Queue) <u>1203</u>	File Storage (NTFS, DFS) <u>1204</u>

FIG. 3b

FIG. 4a

FIG. 4b

FIG. 4c

iShip.com

Link to iShip.com Home Page

Merchant Logo

Link to Merchant's Home Page

99 — Process | Edit | Manifests | Reports | Administration | Exit | Help

Process

| Returns Monitor | 114 |
| Return Policy Builder | 107 |

- Standard Policy Builder — 108
- Return Shipping Options Builder — 109
- Return Questions Builder — 110
- Policy Exceptions Builder — 111
- Web Page Configuration Builder — 112
- Email Response Builder — 113

Manifests

- Perform End of Day
- Track a Package

Reports

- Print Reports
- Print Graphs
- Export Data

Administration

- Company Administration
- User Administration
- Return Center Administration

Exit

- Logout

Help

- Return It Manager Help
- About Return It Manager
  - Version Information
  - Support Information

FIG. 5a
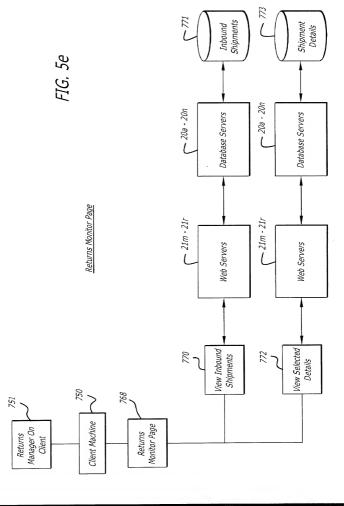
Returns Manager Menu Structure

Returns Manager Page

FIG. 5b

FIG. 5c

Returns Manager On Client

Returns Manager On Client — 751

Client Machine — 750

Returns Manager Page — 752

Select Standard Policy Builder — 753

Select Return Shipping Options Builder — 755

Select Returns Question Builder — 757

Select Policy Exceptions Builder — 759

Select Web Page Configuration Builder — 761

Select Email Response Builder — 763

21m - 21r

Web Servers

20a - 20n

Database Servers

Standard Policy Data — 754

Return Shipping Options Data — 756

Returns Question Data — 758

Policy Exception Data — 760

Web Page Configuration Data — 762

Email Response Data — 764

Database Table Representation

Returns Policy Builder Page   769

20a - 20n   754

Database Servers

Standard Policy Data

Policy Overview Statement   775
Return Period
Refund Method
Refund Amount

756

Return Shipping Options Data

Return Locations   776
Primary Return Center
Online Shipping Options

758

Returns Question Data

Question - 1   777
Response - 1
. . .
Question - 10
Response - 10

760

Policy Exception Data

Exception -1
. . .
Exception - 10   778

762

Web Page Configuration Data

Return Page Link - 1   779
. . .
Return Link Page - n

764

Email Response Data

Situation -1   780
Email Response - 1
. . .
Situation - n
Email Response -n

FIG. 5d

FIG. 5e

Returns Monitor Page

751 — Returns Manager On Client

750 — Client Machine

768 — Returns Monitor Page

770 — View Inbound Shipments

772 — View Selected Details

21m - 21r — Web Servers

20a - 20n — Database Servers

771 — Inbound Shipments

773 — Shipment Details

iShip.com

Your Internet Package Shipper

(⟳) Log On to iShip

Welcome to iShip.com

Type in your e-mail/User ID and Password and click on the Continue button.

E-mail: [joesmith@merchant.com] ⟶ *120*

Password: [ ] ⟶ *121*

122

[Continue >]

123-1 If you cannot remember your Password, please check your e-mail records for your Sign Up notification. If you are unable to find your notification, press the Recovery button and we will attempt to recover your Password

[Recovery] *123-2*

124-1 If you would like to join iShip.com or learn more about using our shipping service, press "Apply" or visit our Home Page and click on Take a Tour

[Apply] *124-2*

125 [Cancel] [Help] *126*
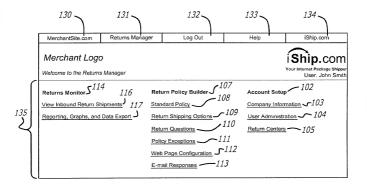
FIG. 6

---

130 | *131* | *132* | *133* | *134*

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com

Your Internet Package Shipper

User. John Smith

Welcome to the Returns Manager

135

Returns Monitor *114* *116*

View Inbound Return Shipments *117*

Reporting, Graphs, and Data Export

Return Policy Builder *107*

Standard Policy *108*

Return Shipping Options *109*

Return Questions *110*

Policy Exceptions *111*

Web Page Configuration *112*

E-mail Responses *113*

Account Setup *102*

Company Information *103*

User Administration *104*

Return Centers *105*

FIG. 7

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper
User: John Smith

Company Information

Company Name: ╱╱╱ 140

Logo URL: ╱╱ 141

Color Preference: ╱╱ 142

Customer Sevice: email, phone number to be used as escape hatch for tricky responses ╱╱ 143

FIG. 8

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper
User John Smith

User Administration

User Names: ╱╱ 145

Access Privileges: ╱╱ 150

- Return Monitor: Warehouse Receiving Manager, Store Manager ╱╱ 146
- Return Policy Builder: Store Manager, Merchandise Manager ╱╱ 147
- Account Setup: Administrator (global) ╱╱ 148

Email, Phone Numbers ╱╱ 149

FIG. 9

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper
User: John Smith

Return Centers

Add and edit Return Centers (where do return shipments go?)

- Center Name: ╱╱ 151
- Attn: ╱╱ 152
- Address 1, 2 ╱╱ 153
- City, ST ZIP ╱╱ 154
- Country ╱╱ 155
- Tel Number ╱╱ 156

Multiple centers may be configured   Import function for multiple stores (especially retail locations). Feeds ZIP-based retail store locator feature.

FIG. 10

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper
User: John Smith

Standard Policy

Use this page to create and edit a consistant, automated returns policy for your online store. This is the general policy for the entire store - to configure exceptions to the policy at the category or item level, click here.

Policy Overview Statement

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish

160-1
160-3
160-2
160
161-1
161-2

```
<B> Within 30 days of receipt of your shipment</B>, you may return:

<UL>
Any apparel, lawn & garden equipment, furniture, or books in original
condition.
Any unopened CD, DVD, VHS tape, or software.
Any electronics merchandse or toy in new condition with its original
packaging and accessories.
</UL>

We are unable to refund returned pharmeceuticals or food.

With few exceptions, we issue a <b>full refund</b> for the price of an
item that meets these conditions.  We only refund shipping costs if the
item is a result of our error.
```

[Preview] *162*

Return Window *167*

163
Customer may return items for: *165*
164
[30 ▼] from [Receipt of Shipment ▼] *166*

Refund Method *168*

Customer may return items for:

169
◉ Refund

170
○ Store Credit Only

171
○ Choice of Refund or Store Credit

Refund Amount *172*

Refund amount will include:

173
☑ Price of Item

174
☑ Tax on Item

175
☑ Original Shipping Charge

176
[Cancel]

177
[Save]

FIG. 11

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper

Return Shipping Options

User: John Smith

Return Locations —180

Where will you permit customers to return items?

—181
☑ **Online Only.**

Customers can print a shipping label from your store and ship the package to a returns center.

—182 —183

Select Primary return center: [Returns Center, Ames IA ▼]

—184
☑ **Any retail store**

Customers can return items purchased online to convenient retail location.

Online Shipping Options —185

Which online shipping options do you want to offer?

—186
☑ **Merchant Pays.**

187-1 — Allow your company to pay return shipping costs for justified returns. Select carrier and service options:

	188-1	189-1	190
☑ **UPS**	☑ **US Postal Service**	☐ **FedEx**	☐ **Mail Boxes Etc.**

187-2 — ☐ UPS Ground   188-2 — ☐ Priority Mail   189-2 — ☐ FedEx Standard Overnight

187-3 — ☐ UPS 3 Day Select   ☐ Express Mail   189-3 — ☐ FedEx Priority Overnight

187-4 — ☐ UPS 2nd Day Air   188-3   189-4 — ☐ FedEx 2Day

187-5 — ☐ UPS Next Day Air   189-5 — ☐ FedEx Express Saver

—191
☑ **Customer pays.**

For unjustified returns, offer customers the convenience of paying for and printing a label during the return process. Select carrier options:

—192 —193 —194 —195
☑ UPS   ☑ US Postal Service   ☑ FedEx   ☑ Mail Boxes Etc.

176 — [Cancel]   [Save] — 177

FIG. 12

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper

Return Responses   User: John Smith

Create a series of questions to ask customers returning items, and define an appropriate response for each answer. To create a "no questions asked" policy, turn all questions off.

Question 1 ~ 200

~ 201   ~ 202
☑ **On (enabled)**   ☐ **Off (disabled)**

~ 203
Question: [Why are you returning this item?]

~ 204   ~ 205
Ask: ◉ About each item to be returned   ◯ Once per return

~ 206
Answer Heading: [You may return items for the following reasons:]

Answer Choices: ~ 207   Response: ~ 209-1

[Incorrect Item Received]   [We apologize for our error. We will issue a full refund for
                                       your item, and pay for shipping the correct item to you.]
                        208 ~

                                       ☑ **Display Response**   ~ 209-2
                        210 ~   ~ 211-3
                                       ~ 211-1 ~ 211-2
                                       Follow Up Issue Refund, Pay Return Shipping, Pay Replacement Shipping

                                       Edit Follow up ~ 211-4

                        ~ 212   213-2 ~
[Item Arrived Damaged or Defective]   [We apologize for the problem with your shipment.]

                        213-1 ~

                                       ☑ **Display Response**   213-3 ~
                        214 ~   ~ 215-1
                                       Follow Up Ask Q2

                                       Edit Follow up ~ 215-2

                        ~ 216   217-2 ~
[Customer Choice (Problem with Size, Color] [We apologize for the problem with your order. We will issue
                                       a full refund for your item.]
                        217-1 ~

                                       ☑ **Display Response**   217-3 ~
                        218 ~   ~ 219-1 ~ 219-2
                                       Follow Up. Issue Refund, Do Not Pay for Shipping

                                       Edit Follow up ~ 219-3

                        ~ 220   221-2 ~
[Other(Please specify)]   [We apologize for the problem with your order. We will issue
                                       a full refund for your item]
                        221-1 ~

                                       ☑ **Display Response**   221-3 ~
                        222 ~   ~ 223-1 ~ 223-2
                                       Follow Up: Issue Refund, Do Not Pay for Shipping

                                       Edit Follow up ~ 223-3

                        ~ 224
| Add/ Remove Answer Choices |

☑ Add Customer comments field.

~ 225

FIG. 13a

Question 2 230

☑ On (enabled)   ☐ Off (disabled)

Question: [Would you like a replacement for the item, or a refund?]

Ask: ◉ About each item to be returned   ○ Once per return

Answer Heading: [   ]

Answer Choices:

[Replacement]

[Refund]

Response:

[We apologize for the problem with your order. We will send a replacement immediately.]

☑ Display Response

Follow Up *Do not Issue Refund, Pay Return Shipping, Pay Replacement Shipping*

Edit Follow up

[We apologize for the problem with your order. We will issue a full refund for your item.]

☑ Display Response

Follow Up *Issue Refund, Pay Return Shipping*

Edit Follow up

[Add/ Remove Answer Choices]

☑ Add Customer comments field.

Question 3 231

☐ On (enabled)   ☑ Off (disabled)

Question: [   ]

Ask: ◉ About each item to be returned   ○ Once per return

Answer Heading: [   ]

Answer Choices:

[Replacement]

Response:

[   ]

☐ Display Response

Follow Up

Edit Follow up

[Add/ Remove Answer Choices]

☑ Add Customer comments field

FIG. 13b

FIG. 13c

Question 4 ⟋ 232

☐ On (enabled)   ☑ Off (disabled)

Question: [   ]

Ask: ◉ About each item to be returned   ○ Once per return

Answer Heading: [   ]

Answer Choices: Response:

| Replacement | [▲]
                                         [▼]

                                         ☐ Display Response

                                         Follow Up:
                                         Edit Follow up

| Add/ Remove Answer Choices |

☑ Add Customer comments field.

Question 5 ⟋ 233

☐ On (enabled)   ☑ Off (disabled)

Question: [   ]

Ask: ◉ About each item to be returned   ○ Once per return

Answer Heading: [   ]

Answer Choices: Response:

| Replacement | [▲]
                                         [▼]

                                         ☐ Display Response

                                         Follow Up
                                         Edit Follow up

| Add/ Remove Answer Choices |

☑ Add Customer comments field.

176 ⟋ [Cancel]   [Save] ⟋ 177

FIG. 13d

234-1-a

Question 1

Response 11 235-1-a	Instruction A 236-1-a	Instruction B 236-2-a	
Response 12 235-2-a	Instruction M 236-13-a	Instruction L 236-12-a	Instruction S 236-19-a

234-2-a

Question 2

Response 21 235-3-a	Instruction L 236-12-a	Instruction B 236-2-a	
Response 22 235-4-a	Instruction A 236-1-a		
Response 23 235-5-a	Instruction S 236-19-a	Instruction M 236-13-a	Instruction T 236-20-a

•
•
•

234-XX-a

Question XX

Response XX1 235-6-a	Instruction B 236-2-a	Instruction A 236-1-a	
Response XX2 235-7-a	Instruction T 236-20-a	Instruction L 236-12-a	

FIG. 13e

Question Table

234-1-a	Question 1	Question text 1	234-1-b
234-2-a	Question 2	Question text 2	234-2-b
	⋮	⋮	
234-n-9	Question n	Question text n	234-n-b
	⋮	⋮	
234-xx-a	Question xx	Question text xx	234-xx-b

FIG. 13f

Instruction Table	
Instruction A	executable code 1
Instruction B	executable code 2
⋮	⋮
Instruction L	executable code 12
Instruction M	executable code 13
Instruction N	executable code 14
⋮	⋮
Instruction S	executable code 19
Instruction T	executable code 20
⋮	⋮

236-1-a · 236-1-b
236-2-a · 236-2-b
236-12-a · 236-12-b
236-13-a · 236-13-b
236-14-a · 236-14-b
236-19-a · 236-19-b
236-20-a · 236-20-b

FIG. 13g

Response Table	
Response 11	Response 11 text
Response 12	Response 12 text
⋮	⋮
Response 21	Response 21 text
⋮	⋮
Response xx1	Response xx1 text
Response xx2	Response xx2 text
⋮	⋮

235-1-a   235-1-b
235-2-a   235-2-b
235-3-a   235-3-b
235-6-a   235-6-b
235-7-a   235-7-b

FIG. 13h

X=1 — 237

B

312 — Situation Response Table

313 — Question Table

238 — Display Question X text

239 — Display text and selection buttons for each of the responses that correspond to Question X

314 — Response Table

274 — Consumer inputs selection of response answer from set of possible responses displayed

315 — Instruction Table

275 — Access Instruction Table Retrieve Response entry that corresponds to consumer's response selection/answer

A

FIG. 13 i -1

FIG. 13i -2

Situation Response Flow

769 — POLICY BUILDER SUB-SYSTEM

800 — POLICY DATABASE

753 — Standard Policy → 754 — Policy Data → B
→ C

757 — Returns Questions → 758-2 — Situation Response Data ← D
← E

758-1 — Returns Question Data → F

759 — Policy Exception → 760 — Policy Exception Data

755 — Return Centers → 758 — Returns Center Data

790 — A

763 — Email Responses → 764 — Email Response Data

761 — Web Page Links → 762 — Web Links Data

FIG. 13j-1

FIG. 13j-2

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper
User: John Smith

Follow-Up Actions

Create follow-up actions for each return response.

Authorized?
240
Issue refund:　　*241* ⦿ Yes　　*242* ◯ No　　*243* ◯ Undetermined

Justified?
244
Pay for return shipping:　　*245* ⦿ Yes　　*246* ◯ No　　*247* ◯ Undetermined

Replacement?
248
Pay for replacement shipping:　　*249* ⦿ Yes　　*250* ◯ No　　*251* ◯ Undetermined

Notify customer service?
Notify customer service rep:　　*252* *253* ◯ Yes　　*254* ⦿ No　　*255* ◯ Other Email: `service@merchant.com` *256*

Ask additional questions? *257*
258 ☐ Q1　*260* ☐ Q2　☐ Q3　*262* ☐ Q4　☐ Q5　☐ Q6　*264* ☐ Q7　☐ Q8　*266* ☐ Q9　☐ Q10
　　259　　　*261*　　　*263*　　　*265*　　　*267*

| Add Follow-Up Actions |
268

176 | Cancel |　　| Save | *177*

FIG. 14

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper
User: John Smith

Policy Exceptions

270

Category and item exceptions to standard return policy. Special treatment of categories or items that:

- Cannot be returned for refund for any reason. Triggers an automatic "unjustified" response.
  "We're sorry, we do not except returns of pharmaceuticals, food and opened underwear."
- Have special criteria that must be met before returns are allowed. Triggers additional qualifying questions.
  "Have you opened the package?"
- Have specialty shipping criteria.
  "We accept furniture returns, but do not pay return shipping for any reason."

<u>Exception Categories</u> *271*

<u>Exception Items</u> *272*
273

Also Customer exceptions for top-tier customers that deserve special treatment.

FIG. 15

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper
User: John Smith

Exception Categories

Exception categories are used to define special return processing certain groups of items. Store categories are generally the departments in your store. If you always have the same return policy for every item in your store, you do not need to create categories. If you do treat some items differently than others, you need categories.

For example, your store may accept return of any apparel merchandise, except opened packages of underware. You would use categories to except opened underware from your standard policy.

Main Categories (Level One)

281	282	283	284
Apparel	Furniture	Food	Pharmeceuticals

285	286	287	288
Audio CDs	Lawn & Garden	Books	Computer Hardware

289	290	291	292
Electronics	Video DVD	Video Tape	Computer Software

293	294	295	296
Toys			

297	298	299	300

176 — [Cancel]   [Next Step >>] — 301

280

FIG. 16

FIG. 17a

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper
User: John Smith

Store Categories

Apparel——*281*

Subcategories

┌─*302*──┐ ┌─*303*──┐ ┌─*304*──┐ ┌─*305*──┐
| Mens | | Womens | | Outerwear | | Underwear |

┌─*306*──┐ ┌─*307*──┐ ┌─*308*──┐ ┌─*309*──┐

Second-Level Subcategories ——*310*

Furniture ——*282*

Subcategories

(empty boxes)

Second-Level Subcategories

Food——*283*

Subcategories

FIG. 17b

(empty boxes)

Second-Level Subcategories

Pharmaceuticals ——*284*

Subcategories

(empty boxes)

Second-Level Subcategories

Category Name

Subcategories

(empty boxes)

Second-Level Subcategories

176~ [Cancel] [Save] ~*177*

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

Web Page Configuration

iShip.com
Your Internet Package Shipper
User: John Smith

Set up pages hosted by iShip.com

AFF.URL:	http://www.iship.com	~320
ARR CANCELURL:	http://www.pufferfish.com/affdemo/index.htm	~321
AFF DONEURL:	http://www.pufferfish.com/affdemo/index.htm	~322
AFF TITLEFONTFACE:	Arial, Helvetica	~323
AFF FONTFACE:	Arial, Helvetica	~324
AFF.PAGEBGCOLOR:	#FFFFFF	~325
AFF SHADECOLOR:	#FFFFFF	~326
AFF.TITLEBARCOLOR:	#7093DB	~327
AFF.TITLEFONTCOLOR:	#FFFF00	~328
AFF.HOVERTEXT:	Partners are cool	~329
AFF IMAGENAME:	http://marketing.iship.com/graphics/partnerlogo.gif	~330
AFF IMAGETEXT:	Partner.com - Where Partners Partner for Business	~331
AFF.SITETEXT:	Where Partners Partner for Business	~332
AFF.USERID	(not defined)	~333
AFF PASSWORD:	(not defined)	~334

FIG. 18b

AFF.HEADERHTML: ~335

(not defined)

336-1

336-2

AFF FOOTERHTML   ~337

338-1

338-2

INTEGRATION NOTES   ~339   340-1

Integrate with customer's individual order histories rather than generic customer service page

340-2

176 ~ [Cancel Edit]   [Save Information] ~177

below

31/99

Merchant Logo — iShip.com

FIG. 19

FIG. 21

FIG. 20a

FIG. 20b

FIG. 20c

Merchant Logo

Merchant Main Menu Choices

Order Summary   *401-1*   <u>Return to Your Order History</u>

Order #:	002-0152586-5576810
Date:	July 19,1999 at 09 58 AM PDT — *407*
Status:	All items shipped

Shipping Address: — *408*
Scott J. Beam
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

402

Returns? Click Here:
<u>Return services by iShip.com</u>

iShip.com
Your Internet Package Shipper

Merchant

SubMenu

Selections

Ship Method:	**Number of Shipments:**	**Payment Method:**
Standard Shipping	One shipment when complete order is ready	VISA
		Last 5 digits 26781

— *403*

Items Ordered:

404-1 — of: <u>**Permission Marketing: Turning Strangers Into Friends and Friends Into Customers**</u> [Audio Cassette]
By: Seth Godin(Reader)
1 shipped on Jul. 19, 1999 via US Priority. $14.40

404-2 — of: <u>**Yeah, It's That Easy [ECD]**</u> [Audio CD]
By: G. Love & Special Sauce
1 shipped on Jul. 20, 1999 via US First Class $12.99

404-3 — of: <u>**For those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]**</u> [Audio CD]
By: AC.DC
1 shipped on Jul. 19, 1999 via US Priority. $11.49

404-4 — of: <u>**Odelay**</u> [Audio CD]
By: Beck
1 shipped on Jul. 19, 1999 via US Priority $12.99

404-5 — of: <u>**Natty Dread**</u> [Audio CD]
By: Charlie Hunter Quartet
1 shipped on Jul. 19, 1999 via US Priority $12 99

404-6 — of: <u>**Duo**</u> [Audio CD]
By: Charlie Hunter, Leon Parker
1 shipped on Jul. 19, 1999 via US Priority $12 99

404-7 — of: <u>**RCA WSP150 900MHz Wireless Speakers**</u> [Electronics]
By: RCA
1 shipped on Jul. 20, 1999 via UPS Ground $149 95
<u>Track your package</u> with iShip.com

405

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax	$247.36
Tax:	$21 29
TOTAL:	$268.65

406 —

Return to <u>Your Order History</u>

<u>Top of Page</u>

FIG. 22

Merchant Logo

Merchant Main Menu Choices

Returns Service   Return to <u>Your Order History</u>

420 {

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Merchant

SubMenu

Selections

			Price:
Order #:	002-0152586-5576810 — *401-1*		
Date:	July 19, 1999 at 09 58 AM PDT		
Status:	All items shipped		

Select the items you would like to return:

421-1 — ☐ 1 of <u>Permission Marketing: Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] } *404-1* $14.40
By: Seth Godin(Reader)
1 shipped on Jul. 19, 1999 via US Priority.

421-2 — ☐ 1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] } *404-2* $12 99
By. G. Love & Special Sauce
1 shipped on Jul. 20, 1999 via US First Class

421-3 — ☐ 1 of. <u>For those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] } *404-3* $11 49
By: AC-DC
1 shipped on Jul. 19, 1999 via US Priority

421-4 — ☐ 1 of. <u>Odelay</u> [Audio CD] } *404-4* $12 99
By: Beck
1 shipped on Jul. 19, 1999 via US Priority

421-5 — ☐ 1 of: <u>Natty Dread</u> [Audio CD] } *404-5* $12.99
By: Charlie Hunter Quartet
1 shipped on Jul. 19, 1999 via US Priority

421-6 — ☐ 1 of <u>Duo</u> [Audio CD] } *404-6* $12 99
By: Charlie Hunter, Leon Parker
1 shipped on Jul. 19, 1999 via US Priority

421-7 — ☑ 1 of. <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] } *404-7* $149 95
By. RCA
1 shipped on Jul. 20, 1999 via UPS Ground
<u>Track your package</u> with iShip com

405 ⌐

Item(s) Subtotal	$227.80
Shipping & Handling	$19 56
Total Before Tax.	$247 36
Tax.	$21 29
TOTAL	$268 65

406   [Next Step >>] ~*422*

Return to <u>Your Order History</u>   <u>Top of Page</u>

FIG. 23a

Return System Flow

FIG. 23b

Customer Returns on Client

```
┌──────────────┐
│  Customer    │ ⌐ 901
│  returns on  │
│    Client    │
└──────┬───────┘
       │
┌──────┴───────┐
│ Client Machine│ ⌐ 900
└──────┬───────┘
       │
┌──────┴───────┐        ┌───────────┐ 21m - 21r    ┌───────────┐ 20a - 20n
│  Customer    │ ⌐ 902  │           │              │ Database  │
│ Returns Page │◄──────►│ Web Servers│◄────────────│  Servers  │
└──────┬───────┘        └───────────┘              └───────────┘
       │
┌──────┴────────────────┐  903   ┌───────────┐ 21m-21r   ┌───────────┐ 20a - 20n    ╭─────────╮ 754
│ Display Standard Return│        │           │           │ Database  │              │ Standard│
│ Policy and Items Available│◄────►│ Web Servers│◄─────────│  Servers  │◄────────────│  Return │
│    for return          │        └───────────┘           └───────────┘              │  Policy │
└──────┬────────────────┘                                                            │         │
       │                                                                             │ Items to│
       │                                                                             │  Return │
       │                                                                             ╰─────────╯
┌──────┴────────────────┐  904   ┌───────────┐ 21m-21r   ┌───────────┐ 20a - 20n    ╭─────────╮ 800
│  Reason for the Return │        │           │           │ Database  │              │  Policy │
│  (1) Customer Choice   │◄──────►│ Web Servers│◄─────────│  Servers  │◄────────────│ Database│
│ (2) Incorrect Item Received│    └───────────┘           └───────────┘              ╰─────────╯
│ (3) Arrived Damaged/Defective│                                                          ▲
│      (4) Other         │                                                                │
└──────┬────────────────┘                                                                │
       │                                                                                 │
┌──────┴────────────────┐  905   ┌───────────┐ 21m-21r   ┌───────────┐ 20a - 20n         │
│ (1) How to return the package│  │           │           │ Database  │                   │
│ UPS, USPS, MBE, Retail Store│◄─►│ Web Servers│◄─────────│  Servers  │◄──────────────────┤
│ (2) Item is original wrapping│  └───────────┘           └───────────┘                   │
│        Yes/No          │                                                                │
└──────┬────────────────┘                                                                │
       │                                                                                 │
┌──────┴────────────────┐  906   ┌───────────┐ 21m-21r   ┌───────────┐ 20a - 20n         │
│ Package is ready to Return.│    │           │           │ Database  │                   │
│ Confirm Print of Label │◄──────►│ Web Servers│◄─────────│  Servers  │◄──────────────────┘
└──────┬────────────────┘        └───────────┘           └───────────┘
       │
┌──────┴───────┐  907           ┌───────────┐ 21m-21r   ┌───────────┐ 20a - 20n    ╭─────────╮ 908
│  Print Label │                │           │           │ Database  │              │  Return │
│Return Package│◄──────────────►│ Web Servers│◄─────────│  Servers  │◄────────────│  Label  │
└──────────────┘                └───────────┘           └───────────┘              ╰─────────╯
```

FIG. 23c

FIG. 24

Merchant Logo

Merchant Main Menu Choices

Returns Service   Return to <u>Your Order History</u>

Returning Your Package: Price:

213-1 { We apologize for the problem with your order. To process your refund, make sure your item(s) are in the original packaging and prepared for safe shipment

173 —

404-7 { 1 of <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics]
By: RCA

$149.95

Reason for return: Arrived Damaged or Defective — 212
Comments: Right speaker does not receive signal — 425

TOTAL REFUND: $162.85

172 ⌐

Merchant

SubMenu

Selections

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

430 — How would you like to return the package? (Select One)

431 — 187-1 ○ UPS   188-1 ○ US Postal Service   190 ○ Mail Boxes Etc.   184 ○ Retail Store

432 — Is your item packaged in the original shipping box?

433 ○ YES   434 ○ NO

406

Return to <u>Your Order History</u>

| Next Step >> | ~ 422

Top of Page

FIG. 25

Merchant Logo

Merchant Main Menu Choices

Returns Service   Return to <u>Your Order History</u>

Returning Your Package:

440 ⌐ Your returns package is ready to ship to the Merchant Name Returns Center

441 ⌐ To create a UPS label for this package, click the Next Step button.

Merchant

406

SubMenu

Return to <u>Your Order History</u>

| Next Step >> | ~ 422

Selections

Top of Page

FIG. 26

450

11 LBS 1 OF 1

SCOTT BEAN
(425)602-5022
5TH FLOOR
3535 FACTORIA BLVD SE
BELLEVUE WA 95006

SHIP ELECTRONICS RETURNS DEPARTMENT - (234) 234-2345
TO: Merchant Name
1122 JIMMY SNUKA BLVD
WILMINGTON DE 19803

(420) SHIP TO POSTAL CODE

(420) 19803

UPS GROUND

TRACKING #: 1Z 345 321 03 0002 8462

REF #1: Return wireless audio speakers

ISH 1.00

PRINT THIS LABEL NOW ⟍ 451

DO NOT PHOTOCOPY
Using a photocopy could delay the delivery of your package and will result in additional charges

To prepare your package for shipment, you need to do the following

1. Use the Print button in your browser to print this page to your laser printer
2. Fold the printed page in half and use as the shipping label.
3. Affix the shipping label to your package so that the entire label is visible

Click here to return to.

**Merchant Logo
Website**

Returns services by iShip.com

iShip.com
Your Internet Package Shipper

FIG. 27a

FIG. 27b

42/99

```
┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐
│  1250        │   │  1251        │   │  1252        │   │  1253        │
│ Label size   │   │ Label Layout │   │ Label Data   │   │ Label Quality│
│ from carrier │   │ from carrier │   │ from         │   │ in DPI Set by│
│ Label spec   │   │ Label spec   │   │ Database     │   │ the Server   │
└──────────────┘   └──────────────┘   └──────────────┘   └──────────────┘
```

1254

Generate the Label on the Server

1255

Display in the client browser a text string with a specified font size, and display such text string in a HTML table data cell with a specified width so that client browser with 96 display device DPI would display such text string in one line, while client browsers with 120 display device DPI would display such text string in two lines

1256

Does the user see the text string that we displayed in the last step wrapped by client browser display engine ?

YES

NO

1257

Client browser display device DPI is 120

1258

Client browser display device DPI is 96

1259

Calculate the label HTML image size from carrier-specified label size and client browser display device DPI.

(label HTML image size in pixels)=
(carrier-specified label size in inches)*(client browser display device DPI)

1260

Display in the client browser the label we generated on their server with an HTML image tag and an HTML image size that we calculated in the last step

1261

Client browser prints out the label with size calculated from label HTML image size and client browser display device DPI.

(size of print label in inches)=
(label HTML image size in pixels)/(clients browser display deviceDPI)=
((carrier-specified label size in inches)*(client browser displaydeviceDPI))
/(client browser display device DPI)=
(carrier-specified label size in inches)

```
┌─────────────┐  ┌─────────────┐  ┌─────────────┐  ┌─────────────┐  ┌─────────────┐
│1354         │  │1350         │  │1351         │  │1352         │  │1353         │
│Determine    │  │Determine    │  │Determine    │  │Determine    │  │Determine    │
│possible     │  │image size   │  │image layout │  │image data   │  │image        │
│Image Quality│  │             │  │             │  │             │  │resolution   │
│categories   │  │             │  │             │  │             │  │             │
└─────────────┘  └─────────────┘  └─────────────┘  └─────────────┘  └─────────────┘
```

1355 — Analyze Image characteristics & possible Image resolution categories

1356 — Create appropriate number of text strings and associated HTML table cells

1358 — Display text string(s) on remote PC

1359 — Determine remote image resolution

1360 — Determine remote HTML image size

1361 — Display image on remote PC

1362 — Remote PC calculates remote print image size and prints image

FIG. 27c

Merchant Logo

Merchant Main Menu Choices

Returns Service   Return to <u>Your Order History</u>

Thank you for shopping Merchant Name

455 — We will issue a refund as soon as we receive your package

456 — Return to your <u>Merchant Name Welcome Page.</u>

Merchant

SubMenu   406

Return to <u>Your Order History</u>

Selections   <u>Top of Page</u>

FIG. 28

✉ Package **#M-ANEYZN-7NKXDQ** has been delivered - Message [Plain Text] ⬛ ⬜ ✕

| File | Edit | View | Insert | Format | Actions | Help |

| Reply | Reply to All | Forward | Print | Flag | Delete | Font | ? |

From   iShip@iship.com   Sent Fri 8/20/99 4 30 PM

To: scottb@iship.com

Cc

Subject   Package #M-ANEYZN-7NKXDQ has been delivered

```
Package #M-ANEYZN-7NKXDQ has been delivered


*  TO:
      Electronics Returns Department
      Merchantname.com

*  From:
      Scott Bean
      iShip.com

To get up to date tracking information, click the following:

---> http://merchant.iship.com/returns/M-ANEYZN-7NKXDQ

If your e-mail does not support hyperlinks, enter the web
addresses above into your web browser.

DO NOT REPLY DIRECTLY TO THIS E-MAIL. If you have questions or
need technical support, e-mail us at mailto:support@iship.com.

-------------------------------------
iShip.com, Inc
Your Internet Package Shipper (tm)
Tollfree:  (877)  ISHIPCOM or (870) 474-4726
Fax:       (425) 602-5025
Inquiries: mailto:inquires@iship.com
```

FIG. 29

✉ Package **#M-ANEYZN-7NKXDQ** is scheduled for pickup - Message [Plain Text] ▃ ❑ ✕

| File | Edit | View | Insert | Format | Actions | Help |

| Reply | Reply to All | Forward | Print | Flag | Delete | Font | ? |

From: iShip@iship.com   Sent: Tue 9/7/99 9:36 AM

To: scottb@iship.com

Cc:

Subject   Package #M-ANEYZN-7NKXDQ is scheduled for pickup

```
Your shipping request #M-ANEYN-7NKXDQ has been received.  The
following is a summary of the shipping details:

*   TO:
      Electronics Returns Department
      Merchantname.com

*   FROM:
      Scott Bean
      iShip.com

*PICKUP:
      Regular Pickup

*PICKUP DEADLINE:
      Tuesday, September 7, 1999

* DELIVERY DATE:
      Wednesday, September 15, 1999, 5:00 PM

To get complete tracking information on this package, click here:

---> http://merchant.iship.com/returns/M-ANEYZN-7NKXDQ

If your e-mail does not support hyperlinks, enter the web
addresses above into your web browser.

DO NOT REPLY DIRECTLY TO THIS E-MAIL. If you have questions or
need technical support, e-mail us at mailto:support@iship.com.

----------------------------------
iShip.com, Inc
Your Internet Package Shipper (tm)
Inquiries: mailto:inquires@iship.com
```

FIG. 30

Merchant Logo

Merchant Main Menu Choices

Returns Service   Return to <u>Your Order History</u>

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Merchant

SubMenu

Selections

		Price:
Order #:	002-0152586-5576810	
Date:	July 19,1999 at 09:58 AM PDT	
Status:	All items shipped	
Select the items you would like to return:		**Price:**

☐ 1 of: <u>Permission Marketing: Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette]
    By: Seth Godin(Reader)
1 shipped on Jul. 19, 1999 via US Priority. $14.40

☐ 1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD]
    By: G. Love & Special Sauce
1 shipped on Jul. 20, 1999 via US First Class $12.99

☐ 1 of: <u>For those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD]
    By: AC.DC
1 shipped on Jul. 19, 1999 via US Priority. $11.49

☐ 1 of: <u>Odelay</u> [Audio CD]
    By: Beck
1 shipped on Jul. 19, 1999 via US Priority $12.99

_421-5_ ☑ 1 of: <u>Natty Dread</u> [Audio CD]
    By: Charlie Hunter Quartet   } _404-5_ $12.99
1 shipped on Jul. 19, 1999 via US Priority.

☐ 1 of: <u>Duo</u> [Audio CD]
    By: Charlie Hunter, Leon Parker
1 shipped on Jul. 19, 1999 via US Priority $12.99

☐ 1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics]
    By. RCA
1 shipped on Jul. 20, 1999 via UPS Ground $149.95
<u>Track your package</u> with iShip com

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
	———
Total Before Tax:	$247.36
Tax	$21.29
	———
TOTAL.	$268.65

_406_   [Next Step >>]   _422_

Return to <u>Your Order History</u>   <u>Top of Page</u>

FIG. 31

Merchant Logo

Merchant Main Menu Choices

Returns Service   Return to <u>Your Order History</u>

Order #:	002-0152586-5576810
Date:	July 19,1999 at 09:58 AM PDT
Status:	All items shipped

Items to Return: 173 ⟶ **Price:**

☑ 1 of <u>Natty Dread</u> [Audio CD] $12 99
By: Charlie Hunter Quartet

Merchant   173 ⟶
                                        Item(s) Subtotal Before Tax. $12 99

SubMenu   Refunded Tax: ⟶ $1.30
                                        174 ⟶   TOTAL $14 29

Selections   206   172 ⟶

                Reason for Return: ⟩

427-1 ⟶ ☑ Customer Choice ⟶ 216

         ☐ Incorrect Item Received

         ☐ Arrived Damaged/Defective

         ☐ Other (please specify below):   ⟶ 425   426-1 ⟶

```
I thought this was the Bob Marley CD,
not some Jazz thing.
```
                                                             ⟶ 426-2

        406 ⟩   Next Step >>   ⟩ 422

   Return to <u>Your Order History</u>

                                                        Top of Page

FIG. 32

Merchant Logo

Merchant Main Menu Choices

Returns Service   Return to <u>Your Order History</u>

Returning Your Package: **Price:**
Please make sure your item is in original condition. Please use the original packaging, or
other appropriate packaging We will not issue a refund for items damaged in transit.

    1 of <u>Natty Dread</u> [Audio CD] $12 99
    By: Charlie Hunter Quartet
    Reason for return: Customer Choice
    Comments: I thought this was the Bob Marley CD, not some jazz thing
                                                    TOTAL REFUND $14 29

Merchant

SubMenu

Selections

Through our partnership with iShip com, you can print a return label directly from your
computer or take your package to a Mail Boxes Etc. To print a shipping label, you must
have a printer that prints 300 dpi or better

469 ↗ **How would you like to return the package? (Select One)**

  470 ◯ UPS   471 ◯ US Postal Service   472 ◯ FedEx   473 ◯ Mail Boxes Etc   474 ◯ Retail Store

475 ↗ **Is your item packaged in the original shipping box?**

476 ◯ YES   477 ◉ NO

478 ↗ **How would you like to pay for the return shipping? (Select One)**

  479 ◉ Credit Card   480 ◉ Visa   481 ◯ MasterCard   482 ◯ AmEx

    Name on Card | Scott J. Bean | 483
    Number: | 4444444444444444 | 484
    Expiration | 09/02 | 485

486 ◯ My Carrier Account   Number | | 487

406 | Next Step >> | 422

Return to <u>Your Order History</u>   Top of Page

FIG. 33

iShip. com

Prepare Your Shipping Estimate

To find out the available services and charges for your shipment, fill out the information below You will be able to add options on the next Page

To get started, simply complete the form below and choose Continue!

Enter the Shipment Weight and Packaging

500

My shipment will weight:

[____] lbs [2] oz (Include the weght of all packing materials You may use a weight estimate for shipments that weigh more than 150 pounds)

501 I am using the following packaging:

502 ⦿ Carrier Letter   *503* ○ Carrier Box   *504* ○ Carrier Pak or Tube

505 ○ Other packaging. The dimensions (in inches) are

506 Length [____] in. Width [____] in. Height [____] in.

507 ☐ The packaging is irregular or is not standard   (Learn More)

Enter Your Postal Codes

I will ship the item FROM: *510*

This postal code: [91105] 98125, for example

I will ship the item TO: *511*

This postal code: [98125] 98125, for example

512

This city: [_____]

513

This country: [USA ▼]

514 *515*

The delivery address for my shipment is a: ⦿ Business ○ Residence

iShip.com currently supports packages shipped from the U.S.   (Learn More)

Add Carrier Loss Protection *516*

I want to protect my shipment from carrier loss or damage. The value of the contents is:

$[____]

Most services automatically protect your shipment up to $100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.   (Learn More)

125 [Cancel] [Continue >>]

422

FIG. 34

iShip. com

Select Your Options

Select Your Carriers	**I will ship my item using any of the following carriers:**
	520 ☑ Airborne Express *521* ☑ FedEx
	522 ☑ UPS *523* ☑ United States Postal Service
	Note: Your shipping charges will be based on carriers' basic rate. If you have an account with custom rates, your actual shipping charges will be different from those shown.

Select Your DroppOff/Pickup Option	**I will ship my package from:** *525*
	[My location by calling the carrier for pickup ▼]
524	OR
	My Drop-Off/Pickup Option is different for each carrier:
	(Advanced) *526*
	If you are unsure of which shipping location to select, click the *527* (Learn More) Learn More button for more information.

Enter Your Handling Charges	**I will add labor or materials fees to my shipping charge:**
	[ ] % of shipping charges and/or
	$ [ ] fixed amount
	You will see the total of carrier shipping charges plus your handling charges. *527* (Learn More)

Select Your Shipping Date	**I will ship my item on:** *530*
	[3/21/00 - Today ▼] *531* *527* (Learn More)

Select Tracking	**I want to be able to track the shipment until it has been delivered:**
	532 ○ Required *533* ◉ Optional *527* (Learn More)

540 [<< Back]   [Continue >>] *422*

FIG. 35

IDEN TSN 26203860

Rates & Times — Click on the price to select a delivery date, time and carrier.

Date you expect to ship your package: 9/27/99 - Today

	TUE 28 SEP 99	WED 29 SEP 99	THU 30 SEP 99				CARRIERS
8:00 AM	$39.25						☒ Airborne
10:30 AM	$16.25						☐ FedEx
12:00 PM	14.25	$9.00					☐ UPS
	$11.75	$8.50					☐ USPS
3:00 PM	$14.00						
4:30 PM	$12.50						
5:00 PM		$10.00					
		$6.00					
		$7.50					
		$3.20	$8.80				

Airborne Express - 12:00PM Express Overnight Service

☐ iSHIP.COM WILL NOT CREATE SHIPPING LABEL

I'll ship the package from: Will drop off at Retail Ship Center

Compare Services   Find Location

<<Back   Next>>   Reset   Cancel   Help

FIG. 36a

FIG. 36b

```
3020 ──  Join AccountAndCarrierAcnt, CarrierAccount,
          RateDefinition database tables on the System's
          AccountNo to retrieve all rate ID's
```

```
3021 ──  Join BillingOption, BillingOptionAndService,
          BillingOptionAndServiceOption, tables on  CarrierID,
          ServiceID, and ServiceOptionID
```

3022 ── *For each Carrier:*

```
3023 ──  Calculate dimensional
          weight;
```

```
3024 ──  Determine billable
          weight: actual weight,
          dimensional weight,
          oversize weight, or
          letter weight
```

```
3025 ──  Validate package
          weight and dimensions
          against carrier business
          rules
```

3026 ── Do package weight and dimensions violate carrier business rules ? — NO → (A)

YES ↓

```
3027 ──  Continue to next
          Carrier
```

FIG. 36c

A

3028 — Determine zone ID from CarrierZone table for given origin/destination postal codes

3029 — Determine service delivery times by joining CarrierDeliveryArea and CarrierServiceDelTime tables on destination postal code

3030 — Determine all service charges from CarrierRate table by RateID, ZoneID, ServiceID and Weight

3031 — Determine service option charges for each Carrier/Service by joining ServiceOption, ServiceOptionAttribute, ServiceAndServiceOption tables on CarrierID and ServiceID

3032 — Apply billing option to service option charges

FIG. 36d

FIG. 36e

iShip. com

Shipping Charges and Delivery Times

Rates & Delivery TIMES - Place cursor over square next to the rate to view carrier and services

	WED 22 MAR 00	THU 23 MAR 00	FRI 23 MAR 00	CARRIERS
8:00 AM	☑ $42.00			☑ FedEx
10:30 AM	☑ $18.45			▥ UPS
	▥ $17.00			▤ USPS
12:00 PM	▥ $20.00	▤ $10.90		
3:00 PM	☑ $16.65			
	▥ $15.25			
4:30 PM		☑ $11.50	▤ $10.16	
End Of Day		▤ $10.00		
		▤ $11.45		

549

To view a printable summary, click on a rate.

527 〜 (Learn More)

550
I want a guarnteed delivery time: 551 ○ Yes   552 ○ No

560 ⌐

540 〜 [<< Back] [Update] [Done]

561 ⌐

Having trouble? Click here for help * Questions or comments about iShip.com? Click here. * iShip.com Privacy Policy

FIG. 37

---

iShip. com

Summary

Shipment	Origin Postal Code.	91105
	Destination Country	USA
	Destination Postal Code.	98125
	Actual Weight:	0.125
	Billed Weight	1 lbs
	Packaging:	Carrier Letter
	Service:	UPS Second Day Air AM
	Service Options	None Chosen
Charges	Service:	$10.80
	Service Option:	$0.00
	Total	$10.80

To arrange for Pickup, contact UPS at: **1-800-PICK-UPS** (1-800-742-5877)
To find a drpp off location near you, click here.

[<< Back] [Done]

Having trouble? Click here for help * Questions or comments about iShip.com? Click here. * iShip.com Privacy Policy

FIG. 38

Web Browser (client)

Web Server (server)

1150 User enters shipping information

1151 Validate shipping information

1153 Display errors / Prompt for shipping information

1152 Enough information to rate? — No / Yes

1160 Display carrier rate and time graphic

1154 For desired carriers, determine corresponding carrier accounts

1195 Shipper Datebase

1159 Assemble rate and delivery time graphic from delivery rate set

1155 Using shipping information such as,
-Source Postal Code
-Destination Postal Code
-Shipment Weight
-Type of Shipment
-Location from which to Ship
determine all possible carrier services

1404a / **1404n** Carrier Database

1158 Is there a carrier sevice that needs processing? — No (**1159**) / Yes

1157 (1A)

1156 Cycle through resulting set of carrier services

1161 Using the Ship Date, switch service's shipping timespan into possible delivery date & time

1162 (2A)

FIG. 39a

FIG. 39b

1163

1162 — (2A)

1163 Did shipping timespan end on a Saturday? — Yes → **1164** Is Saturday delivery supported for service? — No → Carrier Database **1404a** ... **1404n**

No ↓

1165 Create a Saturday delivery rate ← Yes

1168 Did shipping timespan end on a Sunday? — Yes → **1166** Is Sunday delivery supported for service? — No →

Web Server (server)

No ↓

1167 Create a Sunday delivery rate ← Yes

1169 Is there an associated business day delivery? — Yes → **1170** Is business day delivery supported for service? — No →

No ↓

1171 Create a business day delivery rate ← Yes

1172 Is e-mail delivery notification selected? — Yes → **1173** Is e-mail delivery notification supported for service? — No →

No ↓

1174 Add e-mail delivery notification charge to each of the service's delivery rates ← Yes

1175 Is verbal delivery notification selected? — Yes → **1176** Is verbal delivery notification supported for service? — No → **1177**

No ↓

1178 Add verbal delivery notification charge to each of the service's delivery rates ← Yes

1177 Eliminate these delivery rates from set

1179 — (3A)

1157 — (1A)

FIG. 39c

1404a Carrier Database **1404n**

1180 / **1179** (3A) — Is guaranteed delivery time selected? — Yes → **1181** Is guaranteed delivery supported for service? — No → ; Yes → **1182** Add guaranteed delivery charge to each of the service's delivery rates — No

1184 Is selected shipping location "Call for Pickup"? — Yes → **1185** Is "Call for Pickup" supported for service? — No → ; Yes → **1186** Add "Call for Pickup" charge to each of the service's delivery rates — No

Web Server (server)

1187 Is residential delivery selected? — Yes → **1188** Is residential supported for service? — No → ; Yes → **1189** Add residential delivery charge to each of the service's delivery rates — No

1190 Is loss protection selected? — Yes → **1191** Is loss protection supported for service? — No → ; Yes → **1192** Is requested loss protection within service's range? — No → **1177** Eliminate these delivery rates from set → **1157** (1A); Yes → **1193** Calculate and add declared value charge to each of the service's delivery rates

1157 (1A)

Merchant Logo

Merchant Main Menu Choices

Order Summary   Return to <u>Your Order History</u>

Order #:	002-0152586-5576810
Date:	July 19,1999 at 09:58 AM PDT
Status:	All items shipped

Shipping Address:
Scott J Beam
iShip com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Returns? Click Here:
<u>Return services by iShip com</u>

iShip.com
Your Internet Package Shipper

Merchant

SubMenu

Selections

Ship Method:	**Number of Shipments:**	**Payment Method:**
Standard Shipping	One shipment when complete order is ready	VISA Last 5 digits 26781

Items Ordered: **Price:**

1 of **Permission Marketing: Turning Strangers into Friends and Friends into Customers** [Audio Cassette]
  By: Seth Godin(Reader)
1 shipped on Jul 19, 1999 via US Priority $14 40

1 of **Yeah, It's That Easy [ECD]** [Audio CD]
  By: G. Love & Special Sauce
1 shipped on Jul. 20, 1999 via US First Class $12.99

1 of **For those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]** [Audio CD]
  By: AC.DC
1 shipped on Jul. 19, 1999 via US Priority. $11 49

1 of **Odelay** [Audio CD]
  By: Beck
1 shipped on Jul 19, 1999 via US Priority $12 99

1 of. **Natty Dread** [Audio CD]
  By: Charlie Hunter Quartet
1 shipped on Jul 19, 1999 via US Priority $12 99

1 of **Duo** [Audio CD]
  By: Charlie Hunter, Leon Parker
1 shipped on Jul 19, 1999 via US Priority $12 99

1 of. **RCA WSP150 900MHz Wireless Speakers** [Electronics]
  By: RCA $149.95
1 shipped on Jul. 20, 1999 via UPS Ground
<u>Track your package</u> with iShip.com

405

Item(s) Subtotal	$227 80
Shipping & Handling	$19 56
Total Before Tax	$247 36
Tax	$21.29
TOTAL	$268 65

Return to <u>Your Order History</u>

<u>Top of Page</u>

FIG. 40

Merchant Logo

Merchant Main Menu Choices

Package Tracking Results   Return to <u>Your Order History</u>

Tracking Information:

Status:	DELIVERED
Delivered To:	Bellevue, WA USA
Delivery Date:	Thursday, Jult 22,1999
Delivery Time:	9:13 AM
Delivery Location:	Reception
Signed By:	Bourne
Carrier:	UPS
Service.	Ground
Tracking Number:	1Z53X86X0302121560

Shipping Address:
Scott J Beam
iShip com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425 602 5022

Tracking Services By:

iShip.com
Your Internet Package Shipper

Merchant

SubMenu

Selections

Order #:   002-0152586-5576810

Date: July 19, 1999 at 09 58 AM PDT

Status: All items shpped

Return to <u>Your Order History</u>   <u>Top of Page</u>

FIG. 41

Merchant Logo

Merchant Main Menu Choices

Order Summary   Return to <u>Your Order History</u>

Order #:	002-0152586-5576810
Date:	July 19,1999 at 09 58 AM PDT
Status:	All items shipped

Shipping Address:
Scott J. Beam
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Returns? Click Here:
Return services by iShip.com

iShip.com
Your Internet Package Shipper

Merchant

SubMenu

Selections

Ship Method:	**Number of Shipments:**	**Payment Method:**
Standard Shipping	One shipment when complete order is ready	VISA Last 5 digits 26781

Items Ordered: **Price:**

1 of: **Permission Marketing: Turning Strangers into Friends and Friends into Customers** [Audio Cassette]
  By: Seth Godin(Reader)
1 shipped on Jul. 19, 1999 via US Priority $14.40

1 of: **Yeah, It's That Easy [ECD]** [Audio CD]
  By: G. Love & Special Sauce
1 shipped on Jul. 20, 1999 via US First Class $12.99

1 of: **For those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]** [Audio CD]
  By: AC.DC
1 shipped on Jul. 19, 1999 via US Priority. $11.49

1 of **Odelay** [Audio CD]
  By: Beck
1 shipped on Jul 19, 1999 via US Priority $12.99

1 of **Natty Dread** [Audio CD]
  By: Charlie Hunter Quartet
1 shipped on Jul. 19, 1999 via US Priority $12 99

1 of **Duo** [Audio CD]
  By Charlie Hunter, Leon Parker
1 shipped on Jul. 19, 1999 via US Priority $12 99

1 of **RCA WSP150 900MHz Wireless Speakers** [Electronics]
  By RCA
1 shipped on Jul. 20, 1999 via UPS Ground
<u>Track your package</u> with iShip.com $149 95

405

Item(s) Subtotal:	$227.80
Shipping & Handling	$19.56
Total Before Tax:	$247.36
Tax.	$21 29
TOTAL	$268 65

Return to <u>Your Order History</u>

Top of Page

FIG. 42

iShip. com

Track Your Package

Track your package in one easy step. Enter the package tracking number in the field below and then click on Submit In moments you'll learn where your package is and, if it's been delivered, who signed for it

(**Learn More**)

Enter Tracking Number: [   ] — 601

602 — [Submit] [Close]
                              — 603

Tracking Provided for:

| Airborne Express | DHL | UPS |
| FedEx | United States Postal Service | YELLOW |

Having trouble? Click here for help * Questions or comments about iShip com? Click here * iShip.com Privacy Policy

FIG. 43

iShip. com

Track Your Package

Track your package in one easy step. Enter the package tracking number in the field below and then click on Submit In moments you'll learn where your package is and, if it's been delivered, who signed for it

(**Learn More**)

Enter Tracking Number: [1Z53X86X0302121560] — 601

602 — [Submit] [Close]
                              — 603

Tracking Provided for:

| Airborne Express | DHL | UPS |
| FedEx | United States Postal Service | YELLOW |

Having trouble? Click here for help * Questions or comments about iShip com? Click here * iShip.com Privacy Policy

FIG. 44

iShip. com

Your Tracking Information

Status:	DELIVERED:
Last Scan:	3/3/00 3:53:00 PM DELIVERY
	SAN ANTONIO-SOUTHWES, TX US
Delivered To:	SAN ANTONIO, TX US
Delivery Date:	Friday, March 3, 2000
Delivery Time	3:53:00 PM
Delivery Location	PORCH
Carrier:	UPS
Service:	GROUND
Tracking number	1Z53X86N0302121560

Done

Status as of Tuesday, March 21, 2000 2.26:19 PM Pacific Standard Time

Learn More

Track Another Package

Enter Tracking Number: [ ] Submit

~601   ~602

Tracking Provided for:

Airborne Express   DHL   UPS

FedEx   United States Postal Service   YELLOW

Having trouble? Click here for help * Questions or comments about iShip.com? Click here * iShip.com Privacy Policy

FIG. 45

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper

View Inbound Return Shipment

User: John Smith

View Inbound Return Shipment

626 — Update View

Display: [All Returns ▼]   To Be Delivered: [Today ▼]   Sort By: [Status ▼]

620   *621*   *622*   *623*   *624*   *625*

629

RETURNED FROM *627*	SERVICE CARRIER *628*	SHIP DATE *629-1* / DELIVERED DATE *630*	DESTINATION *631*	
RETURN REQUESTED (M A5UWAN PLF45T) *632*		9/7/99	*631-1*	Details *640*
Suzanna Smith *627-1* *633*	Retail Store Return *628-1*	9/7/99 5:00PM ** *630-1*	006-NYC	
RETURN REQUESTED (M A5UWAN GDMF8K)		9/7/99		Details
Conrad Dobler	Retail Store Return	9/7/99 5:00PM **	235-Chicago	
RETURN REQUESTED (M A5UWAN C2MYK8)		9/7/99		Details
Julie Diener	Retail Store Return	9/7/99 5:00PM **	016-San Jose	
IN TRANSIT (M A5UWAN YM2DYN)		9/1/99		Details
Jennifer Chase	Ground ARS UPS	9/7/99 5:00PM **	ReturnsCenter	
IN TRANSIT (M A5UWAN UWQ7V1)		9/1/99		Details
Gianpietro Ottolini	Ground UPS	9/7/99 5:00PM **	ReturnsCenter	
IN TRANSIT (M A5UWAN F38YWN)		9/1/99		Details
Caroline Richardson	Ground ARS UPS	9/7/99 5:00PM **	ReturnsCenter	
IN TRANSIT (M A5UWAN U3FJHV)		9/1/99		Details
Bernard Simpson	Ground ARS UPS	9/7/99 5:00PM **	ReturnsCenter	
IN TRANSIT (M A5UWAN 2NRDJE)		9/1/99		Details
Carla Smith	Ground ARS UPS	9/7/99 5:00PM **	ReturnsCenter	
IN TRANSIT (M A5UWAN UDD1XF)		9/1/99		Details
Larry Schweitzberg	Ground ARS UPS	9/7/99 5:00PM **	ReturnsCenter	
IN TRANSIT (M A5UWAN NV35Z6) Hermann'sGerman Auto Parts Georgia Schrader	Standard Overnight FedEx	9/6/99 9/7/99 5:00PM **	ReturnsCenter	Details
IN TRANSIT (M A5UWAN DB9K4V) California Creative Ernesto Storthenser	One Day (PM)	9/6/99 9/7/99 5:00PM **	ReturnsCenter	Details
DELIVERED (M A5UWAN 3TNCHR) Baja Technologies Robert O'Farnell	Two Days (AM) UPS	9/5/99 9/7/99 4:18AM	ReturnsCenter	Details
DELIVERED (M A5UWAN 9ETV6F) iShip.com Scott J. Bean	Ground ARS UPS	9/5/99 9/7/99 4:18AM	ReturnsCenter	Details

** Indicates expected delivery date and time

FIG. 46

Display	To Be Delivered — 622	Sort By — 624
620		
• All Returns — 620-1	• Today — 622-1	• Attention — 624-1
• Delivered — 620-2	• In 2 days — 622-2	• Carrier — 624-2
• Exceptions — 620-3	• In 3 days — 622-3	• Company — 624-3
• In-transit — 620-4	• In 4 days — 622-4	• Service — 624-4
• Return Requested — 620-5	• In 5 days — 622-5	• Ship Date — 624-5
	• In 6 days — 622-6	• Status — 624-6
	• In 7 days — 622-7	
	• This Week — 622-8	
	• In the next 7 days — 622-9	
	• In the next 14 days — 622-10	

FIG. 47

| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper

View Inbound Return Shipment

User: John Smith

Return to <u>View Inbound Return Shipments</u> — *680*

Tracking Information — *650*

Status:	RETURN REQUESTED
Delivered To:	
Delivery Date:	Tuesday, September 7, 1999**
Delivery Time:	5:00 PM**
Delivery Location:	
Signed By:	
Carrier:	Retail Store Return
Service:	
Tracking Number:	M A5UWAN PLF45T
Ref Number:	

** Indicates expected delivery date and time — *633*

Shipping TO
Merchant Name Retail Store
008-NYC
6000 Fifth Avenue
New York, NY 10001 USA
888-555-1212

Return Information — *660*

Return Authorization Number:	R-52586-98411
Category:	Audio CD
SKU:	GEFWSP-150-001
Item Description:	Natty Dread
Manufacturer:	Charlie Hunter Quartet
Quantity:	1
Item Price:	$12.99
Item Tax:	$1.30
Refund Amount:	$14.29
Reason for Return:	Customer Choice
Customer Comments:	I thought this was the Bob Marley CD, not some jazz thing
Shipping Paid By:	N/A - walk-in return

Original Order Information — *670*

Order Number:	A-52586-98411
Order Date:	July 19, 1999 at 09:58 AM PDT
Order Status:	All items shipped
Customer Name:	Suzanna Smith
Customer ID:	00184322

627-1

FIG. 48

MerchantSite.com	Returns Manager	Log Out	Help	iShip.com

Merchant Logo

iShip.com
Your Internet Package Shipper
User: John Smith

Reports, Graphs, and Data Export

Generate standard reports and graphs, and export data

Report over time by;

700 — • SKU — 701 — 701-1 — 701-2
    • status: requested, in-transit, delivered — 701-3
702 — • carrier — 703-1 — 703-2
703 — • dollars: item price, tax, total — 703-3
704 — • reasons: Total count, list all — 704-1 — 704-2
705 — • return center: online and offline returns — 705-2 — 705-1
706 — • paid by merchant, paid by customer
708 — • customer — 707

709 — Time slices: date, date range, selections for current/last/next day, week, month, quarter, year.
    709-1 — 709-2 — 709-3 — 709-4 — 709-5 — 709-6 — 709-7 — 709-8 — 709-9

710 — Single-click graph of reports.

711 — Export any report to tab-delimited text file, Excel, etc. for correction with data from other system.

FIG. 49

FIG. 50

2018a — Enter Tracking Number

2018b — Main: Allow user to track a single package by entering a tracking number

19 — Tracking Number

Submit

15 — Internet

2050 — Validate Tracking Number

Fail — 2051 — In detail screen, indicate that an error has been made

Carrier Tracking Number

2052 / 2054

Carrier Tracking Number

15 — Internet Tracking

Track

22 — Database

Success

Tracking Success

2055

Results: Display relevant tracking information. The user is allowed to enter another tracking number. Update database — 2056

```
<iship.com.request xmlns="x-schema:http://iship.com/api/schema/trackrequest.xmi"
transactionid="3855BD2185E111d3984400A0C9D6C226">
        <header mode="interactive">
                <version major="0" minor="1"/>
                <batch id="AE5E54F08E2311d3984900A0C9D6C226"
                url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
        </header>
        <sigon sessionid="" userid="test" password="7777777"/>
        <trackit>
                <package sequencenumber="1">
                        <trackingnumber carrier="ups">
                                1Z1812530202075466
                        </trackingnumber>
                </package>
        </trackit>
        <logoff/>
</iship.com.request>
```
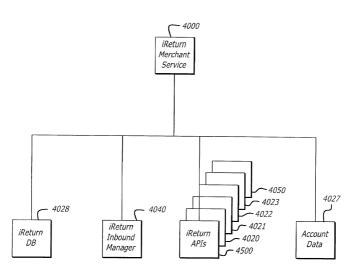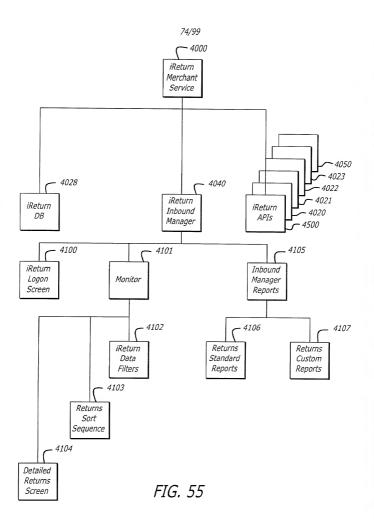
FIG. 51

```
<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
        <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
        systemrcode="0"/>
        <trackit>
                <package sequencenumber="1" packagecode="0">
                        <deliveredto> </deliveredto>
                        <deliverylocation>LEFT AT 3S</deliverylocation>
                        <signedby>HOWARD</signedby>
                        <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan>
                        <status>Delivered</status>
                        <deliverytime>9/1/99 1:50:00 PM</deliverytime>
                        <carrier>UPS</carrier>
                        <service>2ND DAY AIR</service>
                        <shipdate>8/28/99 </shipdate>
                        <trackingnumber>1Z1812530202075466</trackingnumber>
                        <scanlocation>FORT HAMILTON, NY US</scanlocation>
                        <weight>400</weight>
                </package>
        </trackit>
<iship.com.response>
```
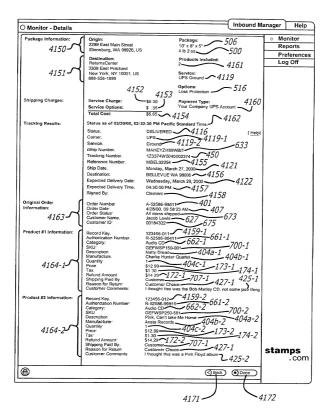
FIG. 52

FIG. 53a

iRETURN INBOUND MANAGER SYSTEM — 4043

- Welcome Page
- Print Report — 4048
- iReturn Logon — 4042
- Click on Report Name
- iReturn Home Page — 4041
- List Std & Custom Rpts — 4047 / 4044
- iRETURN INBOUND MANAGER MONITOR — 4045
- Summary Tracking Info
- Click on Tracking NUmber
- Detailed Tracking Info — 4046

4027 — Accounts DB / User privileges Custom Rpts etc.

71/99 — 4000

4011 — FTP / Scheduled Download based on Account — 4004

4028

4029 — iRETURN DATABASE
- Package History Tables — 4031
- Automatic End of Day
- Package Tables — 4032
- Product Table — 4030

(A) (B) (C) (D)

4033 — iReturn Activity Monitor

4040 / 4034 — Activity Summaries

4026 — Location DB / Closest MBE Closest Retail Store — (E)

Track It — 4050

Internet — 4003'

4009 / 4008 / Merchant — 4004

Carrier 1 System — 4010-1
Carrier 2 System — 4010-2
Carrier 3 System — 4010-n

FIG. 53b

FIG. 54

FIG. 55

FIG. 56

Monitor

Inbound Manager | Help

INBOUND | PENDING | < Previous | Next >

Status: All | Ship From: | Delivery Date: All

Monitor
Reports
Preferences
Log Off

Status	Ship From	Tracking Number	Carrier/Service	Destination	Ship Date	Delv Date
PREPARED	Doyle, Carol	MXQNVSUHES79S	UPS Next Day Air	008-NYC	04/21/00	04/24/00**
PREPARED	Doe, John	MXQNVSUHES7T8	UPS Next Day Air	235-Chicago	04/21/00	04/24/00**
PREPARED	Stoddard, Cand~	MXQNVSUHEU8R9	UPS Ground	016-San Jose	04/24/00	04/27/00**
PREPARED	Meyers, Tanya	MXQNVSUHEM2D7	UPS Ground	ReturnsCenter	04/25/00	04/28/00**
PREPARED	Krett, Adam	MXQNVSUHES74M	UPS Ground	ReturnsCenter	04/28/00	05/01/00**
PREPARED	Smith, Jim	MXQNVSUHES7T2	UPS Ground	016-San Jose	04/26/00	05/04/00**
PREPARED	Smith, Joan	MXQNVSUHEW1F6	UPS Ground	ReturnsCenter	04/27/00	05/02/00**
PREPARED	ACME Co	MXQNVSUHES5T2	UPS Ground	ReturnsCenter	04/28/00	05/03/00**
PREPARED	Buechler, Doris	MXQNVSUHES7Y5	UPS Ground	ReturnsCenter	04/28/00	05/03/00**
PREPARED	Lewis, Jacob	MXQNVSUHES2Q9	UPS Ground	ReturnsCenter	05/01/00	05/04/00**
PREPARED	Moon, Diane	MXQNVSUHES4S7	UPS Ground	ReturnsCenter	05/03/00	05/04/00**
PREPARED	Moyer, Jan	MXQNVSUHEW2E1	UPS Ground	008-NYC	05/01/00	05/05/00**
FUTURE	Ship, Jim	MXQNVSUHES7X4	USPS Express Mail	008-NYC	05/02/00	05/05/00**
FUTURE	Niamar, Alice	MXQNVSUHES8F2	USPS Express Mail	ReturnsCenter	05/02/00	05/05/00**
FUTURE	Kinsley, Dianna	MXQNVSUHES3G8	USPS Express Mail	Returns Center	05/03/00	05/05/00**

Next | Cancel

stamps.com

FIG. 57

Monitor

Inbound Manager | Help

INBOUND | PENDING | < Previous | Next >

Status: All | Ship From: | Delivery Date: All

Monitor
Reports
Preferences
Log Off

Status	Ship From	Tracking Number	Carrier/Service	Destination	Ship Date	Delv Date
IN TRANSIT	Stoddard, Cand~	MXQNVSUHES79S	UPS Next Day Air	008-NYC	05/01/00	05/02/00**
SHIPPED	Smith, John	MXQNVSUHES7T8	USPS Express Mail	235-Chicago	05/01/00	05/02/00**
SHIPPED	Smith, Joan	MXQNVSUHEU8R9	USPS Express Mail	016-San Jose	04/25/00	05/01/00**
IN TRANSIT	Shep, Jim	MXQNVSUHEM2D7	UPS Ground	ReturnsCenter	05/01/00	05/05/00**
DELIVERED	Niamar, Alice	MXQNVSUHES74M	UPS Next Day Air	ReturnsCenter	05/02/00	05/04/00
DELIVERED	Moyer, Jan	MXQNVSUHES7T2	UPS Ground	016-San Jose	05/03/00	05/05/00
DELIVERED	Moon, Diane	MXQNVSUHEW1F6	UPS Ground	ReturnsCenter	05/03/00	05/05/00
DELIVERED	Meyers, Tanya	MXQNVSUHES5T2	UPS Ground	ReturnsCenter	05/03/00	05/05/00
DELIVERED	Lewis, Jacob	MXQNVSUHES7Y5	UPS Ground	ReturnsCenter	05/02/00	05/04/00
DELIVERED	Krett, Adam	MXQNVSUHES2Q9	UPS Ground	ReturnsCenter	05/02/00	05/04/00
DELIVERED	Kinsley, Dianna	MXQNVSUHES4S7	USPS Express Mail	ReturnsCenter	05/02/00	05/04/00
DELIVERED	Doyle, Carol	MXQNVSUHEW2E1	UPS Ground	008-NYC	04/01/00	05/03/00
DELIVERED	Doe, John	MXQNVSUHES7X4	UPS Ground	008-NYC	05/02/00	05/04/00
DELIVERED	Buechler, Doris	MXQNVSUHES8F2	UPS Ground	ReturnsCenter	05/02/00	05/04/00
DELIVERED	ACME Co	MXQNVSUHES3G8	UPS Ground	Returns Center	05/01/00	05/03/00

Received | Revert | Track Now

stamps.com

FIG. 58

File   Edit   View   Favorites   Tools   Help

Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Mail   Print

Inbound Manager | Help

○ Reports

Monitor
○ Reports
Preferences
Log Off

Define Report: _____ — 4180

Report Type: [Standard ▼] — 4181   4202
                    4182 ┐
                         Returns by SKU
              4183 ┐   Returns by Product Category
Report Name: ┘   Expected Return Volume — 4184
                         Return Reasons by SKU — 4185
                         No Scan
                         Late Delivery — 4186
                                    — 4187

Report Base: 4188 — [Both ▼] — 4189
Report Style: 4190 — [Chart ▼] — 4191
Date Range: [Today ▼] — 4193
                4192 ┘

Sort By:
Primary: 4194 — [Not Available ▼] — 4195
Secondary: 4196 — [Not Available ▼] — 4197
Third: 4198 — [Not Available ▼] — 4199

stamps.com

⊕   (>)Preview (X)Cancel

4200   4201

FIG. 59

FIG. 60

Sorted: by most frequently returned item

Returns by SKU for Current Month   4306   ⌐4307   4309

SKU	Warehouse 1	Warehouse 2	Warehouse 3	Totals	Percent of Total
SKU1	311	515	230	1,056	16.8%
SKU2	597	179	222	998	15.9%
SKU3	499	233	215	947	15.1%
SKU4	17	70	729	816	13.0%
SKU5	220	201	259	680	10.8%
SKU6	251	171	123	545	8.7%
SKU7	335	53	64	452	7.2%
SKU8	103	146	106	355	5.6%
SKU9	96	111	61	268	4.3%
SKU10	54	59	58	171	2.7%
Totals	2484	1740	2070	6,288	

FIG. 61

⌐ 4308

Sorted: by most frequently returned product category

Returns by Product Category for Current Week

⌐ 4313

Category	Totals	Percent of Total
Category6	702	23.5%
Category1	456	15.3%
Category10	399	13.4%
Category7	345	11.6%
Category4	321	10.7%
Category3	234	7.8%
Category9	211	7.1%
Category2	125	4.2%
Category5	116	3.9%
Category8	78	2.6%
Totals	2987	

⌐ 4315

⌐ 4314

FIG. 63
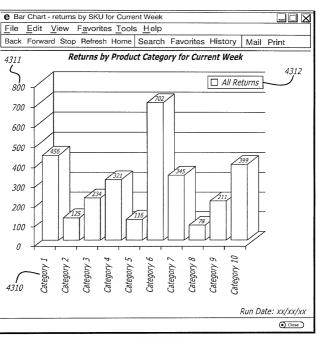
FIG. 62
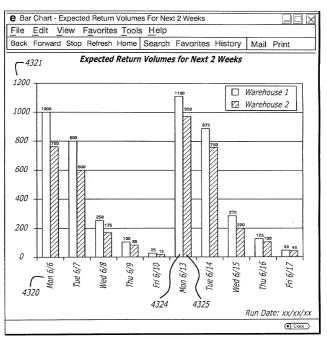
FIG. 64

Sorted : by date

Expected Return Volume for Next Two Weeks

Date	Warehouse 1	Warehouse 2	Totals
Mon 6/5	1,000	750	1,750
Tue 6/6	800	600	1,400
Wed 6/7	256	175	431
Thur 6/8	100	85	185
Fri 6/9	25	15	40
Mon 6/12	1,100	950	2,050
Tue 6/13	875	750	1,625
Wed 6/14	275	200	475
Thur 6/15	125	100	225
Fri 6/16	50	45	95
Totals	4,607	3,672	8,276
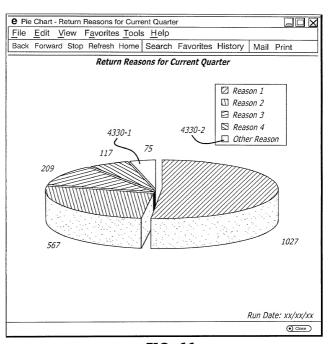
4322

4323

FIG. 65

FIG. 66

Return Reasons for Product Category 1 for Current Quarter

Reason	Totals	Percent of Total
Reason1	1,027	51.5 %
Reason2	567	28.4 %
Reason3	209	10.5 %
Reason4	117	5.9 %
All others reasons	75	3.8 %
Totals	1,995	

4331 — *4333* — *4332*

<new page>

FIG. 67a

Return Reasons for Product Category 2 for Current Quarter

Reason	Totals	Percent of Total
Reason4	1,331	41.4 %
Reason2	1,042	32.4 %
Reason1	408	12.7 %
Reason3	331	10.3 %
All others reasons	101	1.0 %
Totals	3,213	

<new page>
repeating for each Product Category
at end, grand total page for all Categories

FIG. 67b

100180" 26202860

Packages with No Scan for this week

Sorted: Expected Ship Date

Package Tracking #	Carrier/Service	Expected Ship Date	Customer	Merchant Record #
MATKP9GUZFXG3	UPS Ground	06/19/2000	MX123	20000619000001
MFTKP9GUZFXG3	UPS Ground	06/19/2000	RA333	20000619000022
MHTKP9GUZFXG3	UPS Ground	06/19/2000	ST553	20000619000008
MTXKP9GUZFXG3	UPS Ground	06/20/2000	DB881	20000620003001
MT3KBP9GUZFXG	UPS Ground	06/20/2000	SG241	20000620000009
MTQPC9GUZFXG3	UPS Ground	06/21/2000	LK123	20000621000011
M80P9VGUZFXG3	UPS Ground	06/21/2000	MK763	20000621000451
MTKP9GWUZFXG3	UPS Ground	06/21/2000	MX123	20000621030098
M44P9GU3ZFXG3	UPS Ground	06/21/2000	MX123	20000621001234
MPLP9GUZ5FXG3	UPS Ground	06/21/2000	RA427	20000621009876
MEKP9GUZF6XG3	UPS Ground	06/22/2000	ZL912	20000622000022
MTUP9GUZFX7G3	UPS Ground	06/22/2000	1G400	20000622000437
M6XP9GUZFXGQ3	UPS Ground	06/22/2000	DB881	20000622001204

FIG. 68

TOOLTED 26202860
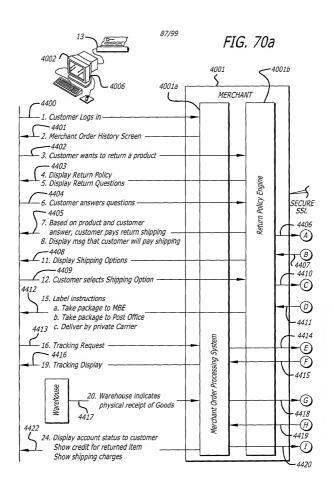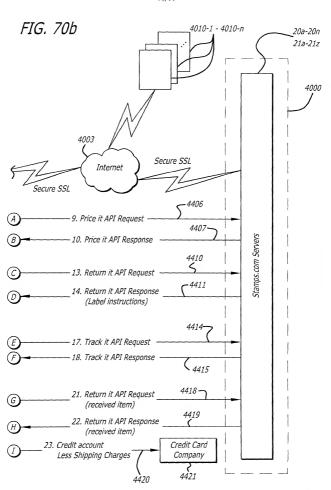
Sorted: Expected Delivery Date

Late Packages for this week

Package Tracking #	Carrier/Service	Expected Dlvry Date	Status	Customer	Merchant Record #
MATKP9GUZFXG3	USPS Parcel P	06/19/2000		MX123	20000619000001
MFTKP9GUZFXG3	UPS Ground	06/19/2000	In Transit	RA333	20000619000022
MHTKP9GUZFXG3	UPS Ground	06/19/2000	In Transit	ST553	20000619000008
MTXKP9GUZFXG3	USPS Parcel P	06/20/2000		DB881	20000620003001
MT3KBP9GUZFXG	USPS Parcel P	06/20/2000		SG241	20000620000009
MTQPC9GUZFXG3	UPS Ground	06/21/2000	In Transit	LK123	20000621000011
M8OP9VGUZFXG3	UPS Ground	06/21/2000	Delivered	MK763	20000621000451
MTKP9GWUZFXG3	UPS Ground	06/21/2000	In Transit	MX123	20000621030098
M44P9GU3ZFXG3	USPS Parcel P	06/21/2000		MX123	20000621001234
MPLP9GUZ5FXG3	UPS Ground	06/21/2000	Delivered	R4427	20000621009876
MEKP9GUZF6XG3	UPS Ground	06/22/2000	In Transit	ZL912	20000622000022
MTUP9GUZFX7G3	USPS Parcel P	06/22/2000		IG400	20000622000437
M6XP9GUZFXGQ3	UPS Ground	06/22/2000	In Transit	DB881	20000622001204

4155 653 4119 4121 4121 4121 675

FIG. 69

FIG. 70a

13

4002

4006

4001a   4001   4001b

MERCHANT

4400
1. Customer Logs in

4401
2. Merchant Order History Screen

4402
3. Customer wants to return a product

4403
4. Display Return Policy
5. Display Return Questions

4404
6. Customer answers questions

4405
7. Based on product and customer
   answer, customer pays return shipping
8. Display msg that customer will pay shipping

4408
11. Display Shipping Options

4409
12. Customer selects Shipping Option

4412
15. Label instructions
   a. Take package to MBE
   b. Take package to Post Office
4413 c. Deliver by private Carrier

16. Tracking Request

4416
19. Tracking Display

Warehouse

20. Warehouse indicates
    physical receipt of Goods
4417

4422
24. Display account status to customer
   Show credit for returned item
   Show shipping charges

Return Policy Engine

Merchant Order Processing System

SECURE
SSL

4406
(A)

(B)
4407
4410
(C)

(D)
4411

4414
(E)
(F)
4415

(G)
4418
(H)
4419
(I)
4420

0698950·5P502E00T

FIG. 70b

4010-1 - 4010-n

20a-20n
21a-21z

4000

4003

Internet

Secure SSL

Secure SSL

Stamps.com Servers

(A) ——— 9. Price it API Request ——————→ 4406

(B) ←——— 10. Price it API Response 4407

(C) ——— 13. Return it API Request ——————→ 4410

(D) ←——— 14. Return it API Response 4411
(Label instructions)

(E) ——— 17. Track it API Request ——————→ 4414

(F) ←——— 18. Track it API Response
4415

(G) ——— 21. Return it API Request ——————→ 4418
(received item)

(H) ←——— 22. Return it API Response 4419
(received item)

(I) 23. Credit account
Less Shipping Charges

Credit Card
Company

4420   4421

FIG. 71a

13

4002

4006

4001a

4001

4001b

MERCHANT

Return Policy Engine

SECURE
SSL

4400
1. Customer Logs in

4401
2. Merchant Order History Screen

4402
3. Customer wants to return a product

4403
4. Display Return Policy
5. Display Return Questions

4404
6. Customer answers questions

4405
7. Based on product and customer
   answer, merchant pays return shipping
8. Display merchant apology

4408
11. Display Shipping Options

4409
12. Customer selects Shipping Option

4410
J

4412
15. Routine instructions
   a. Take package to MBE
   b. Print Label
   c. Other routing

4413

K

4411

4414
L

4413
16. Tracking Request

M

4416
19. Tracking Display

4415

Merchant Order Processing System

Warehouse

20. Warehouse indicates
    physical receipt of Goods

4417

4418
N

4419
O

4422
24. Display account status to customer
   Show credit for returned item
   No shipping charges

P

4420

FIG. 71b

90/99

4010-n
4010-2
4010-1

20a-20n
21a-21z

4000

4003

Internet

Secure SSL

Secure SSL

Stamps.com Servers

Ⓙ —— 13. Return it API Request —— 4410

Ⓚ ◀—— 14. Return it API Response
(Routing instructions) —— 4411

Ⓛ —— 17. Track it API Request —— 4414

Ⓜ ◀—— 18. Track it API Response —— 4415

Ⓝ —— 21. Return it API Request
(received item) —— 4418

Ⓞ ◀—— 22. Return it API Response
(received item) —— 4419

Ⓟ —— 23. Credit account ——▶ Credit Card Company

4420   4421

FIG. 72

4510

API Request

User Name —— 4511
Password —— 4512

Version Number —— 4513

Request Type —— 4514

Ship Data —— 4515
Shipping Request Data —— 4516
Void Package Data —— 4517
Receive Package Data —— 4518
Label Package Data —— 4519

Request Information Block

4530

FIG. 73

4520

API Response

Status —— 4521
User Name —— 4511

Version Number —— 4513

Response Type —— 4522

Ship Data —— 4515
Shipping Request Data —— 4516
Void Package Data —— 4517
Receive Package Data —— 4518
Label Package Data —— 4519

Response Information Block

4531

FIG. 74

e Laser Label - Microsoft Internet Explorer - (Working Offline)   ⬓ ⬜ ⊠

File   Edit   View   Favorites   Tools   Help

Back   Forward   Stop   Refresh   Home | Search   Favorites   History | Mail   Print

FROM:
    CHUCK OUTRIGHT
    6106 IVY LANE
    GREENBELT, MD 20770
ZONE 3

POSTAGE DUE COMPUTED BY
DELIVERY POST OFFICE

PRIORITY MAIL POSTAGE
MERCHANDISE RETURN FEE
DELIVERY CONFIRMATION FEE
TOTAL POSTAGE AND FEES DUE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

PARCEL POST

MERCHANDISE RETURN LABEL
Permit No. xxxxxxx   1125 5th Avenue
Company Name   New York, NY 10128

POSTAGE DUE UNIT
US POSTAL SERVICE
48374
New York NY 10128

PRINT THIS LABEL NOW

DO NOT PHOTOCOPY
Using a photocopy could delay the delivery of your package and will result in additional shipping charges

To prepare your package for shipment, you need to do the following:

1. Use the Print button in your browser to print this page to your laser printer.
2. Fold the printed page in half and use as the shipping label.
3. Affix the shipping label to your package so that the entire label is visible.

FIG. 75a

ՐՈՈՐՑՈ" ՅՑՑՈՅՑՑՈ

PRINT THIS LABEL NOW

DO NOT PHOTOCOPY

Using a photocopy could delay the delivery of your package and will result in additional shipping charges.

To prepare your parcel for shipment, you need to do the following:

Use the Print button in your browser to print this page to your laser printer.
Fold the printer page in half and use as the shipping label.
Affix the shipping label to the address side of your parcel so that the entire label is visible.
Completely cover any previous delivery address and barcode.
Do NOT overlap any adjacent side.
If tape or similar material is used to affix the label to the package it must NOT cover any part of the label where postage and fee information is to be recorded.
Obliterate any other addresses and barcodes on the outside of the parcel.
Take the parcel to a post office.
Drop in a collection box, or
Give to a postal carrier.
If a mailing acknowledgment is attached or insurance is marked on the label, the parcel must be taken to a post office.

FIG. 75b

iReturn | Your Package Traveler: #1 of 1

This is not a shipping label. Take your package and this Traveler to a participating Mail Boxes Etc.

(MBE) **stamps**.com

Shipping Addresses

Return:	Destination:	Retail Store Location:
Lory Jones	John Doe	Mail Boxes, Etc.
(425) 555-1212	(701) 555-1234	3428 Factoria Blvd
Your Company	His Company	Bellevue, WA 98006
3535 Main Street	1234 Central Avenue	
Suite 500	Mandan ND 58554	(425) 555-1234
Seattle WA 90000		

Package Information

Package Details:	Services:	TBD
1 of 1	Price:	TBD
Carrier Box	Payment Type:	customer paid cash or credit card
Weight to be determined		

iShip Tracking Number

4601 — MATKP9GUZFXG3

4602 — |||||||||||| (barcode)

How to Use Your Traveler

4603

DO NOT PHOTOCOPY
Using a photocopy could delay the processing of your package.

To prepare your package, you need to do the following:

❶ Use the print button in your browser to print this page to your laser printer.

❷ Take your package and your printed Traveler to a participating Mail Boxes Etc.

<Ad Space>

FIG. 76

FIG. 77a

4009

13

4008

4001

4001c

MERCHANT

Merchant Internal Network

SECURE SSL

4431
1. Returns Manager Logs in

4432
2. Merchant's Internal Tools Screen

4433
3. Returns Manager Selects
      iReturns Manager Application

4434 — (A)

4435 — (B)

4436
6. Returns Manager Logs into the
      iReturns Manager System — (C)

4437 — (D)

4438
8. Returns Manager Selects
   subset of Inbound Shipments — (E)

4439 — (F)

4440
10. Returns Manager Selects
      detailed Shipment — (G)

4441 — (H)

4442
| WAREHOUSE EXAMPLE |

8W. Warehouse selects shipments
      bound for warehouse — (I)

4443 — (J)

4444
10W. Warehouse enters check
      box for physical receipt — (K)

FIG. 77b

97/99   4010-n
          4010-2
                        4000

                        4010-1
                        20a-20n
                        21a-21z

4003
        Internet   Secure SSL

Secure SSL

4434
(A) — 4. Link to iReturns Manager Login Screen —

4435
(B) — 5. Display Returns Manager Login Screen —

4436
(C)

4437
(D) — 7. Display default Inbound Return
        Shipments based on Returns
        Manager Login privileges
4438
(E)

4439
(F) — 9. Return first page of data
        Go get next page of data
        each time user hits next button

4440
(G)

4441
(H) — 11. Return detail tracking information —

4442
(I)

4443
(J) — 9W. Returns shipments for that warehouse —

4444
(K)

Stamps.com Servers

FIG. 78a

4009

13

4008

4001c

4001

MERCHANT

Merchant Internal Network

SECURE SSL

4431
1. Returns Manager Logs in

4432
2. Merchant's Internal Tools Screen

4433
3. Returns Manager Selects
   Returns Manager

4434

(L)

4435

(M)

4436
6. Returns Manager Logs into the
   Returns Manager System

(N)

4437

(O)

4438
8. Returns Manager Selects
   subset of Inbound Shipments

(P)

4439

(Q)

4450
10. Returns Manager Selects
    Export Data

(R)

4451

(S)

4452
12. Enter either local or
    network file name

(T)

(U)

4453a

(V)

4454
14. Analyze Returns Patterns

4453b

FIG. 78b

4000

20a-20n
21a-21z

4003

Internet

Secure SSL

Secure SSL

Secure SSL

4434

(L) ——— 4. Link to Returns Manager Login Screen

4435

(M) 5. Display the Stamps.com
Return Managers Login Screen

(N) ~4436

4437
(O) 7. Display default Inbound Return
Shipments based on Returns
Manager Login privileges

4438
(P)

4439
(Q) 9. Return first page of data
Go get next page of data
each time user hits next button

4450
(R)

4451
(S) ——— 11. Dialog asks for file name

4452
(T)

4453a
(U) 13. Export selected records
Depending on whether its target
4453b
(V) is a local drive or a network drive

Stamps.com Servers